

Documenting a Facility Complaint/Serious Incident Report

Note: In order to document a facility complaint or serious incident report, you need an assignment to the provider record.

1. From your desktop, click on the Providers tab. Click on the [+ View provider information](#) icon for the appropriate provider. Click on the Licenses button. Then click the [Facility License](#) hyperlink to open the Facility License page.

Mike Piazza (20181)

Provider details:
Child Placing Agency
License status: Active - Regular

Provider address:
123 Test
Allouez, WI 54301 (Brown County)
(920) 555-1212

Primary worker/licensor:
Rusk, Worker

Actions:
[Please select an action](#)

View provider information

[Agreements and Notices](#) [Assignments](#) [Basic](#) [Characteristics](#)
[Checks](#) [Licenses](#) [Narratives](#) [Parent Agency](#)
[Payment Requests](#) [Placements](#) [Services](#)

Licenses

[Facility License](#)

| | | |
|-------------------------|---------|---------|
| 12/01/2014 - 11/30/2016 | Regular | Active |
| 12/02/2012 - 11/30/2014 | Regular | Renewed |
| 11/28/2012 - 11/27/2012 | Regular | Renewed |
| 11/28/2012 - 12/01/2012 | Regular | Renewed |
| 08/04/2011 - 11/27/2012 | Regular | Renewed |
| 09/16/2010 - 08/03/2011 | Regular | Renewed |

2. On the Facility License page, click on the Complaints/SIRs tab. Click the Insert button. This will open the Complaint/SIR page.

Facility License - Windows Internet Explorer

eWiSACWIS Resource [Print](#) [Spell Check](#) [Help](#)

Provider
Name: [Mike Piazza \(20181\)](#) Licenser: Worker Rusk
Type: Child Placing Agency Class: [Adoption & Foster Care](#)

[Provider](#) [License Information](#) [Fees](#) [Site Visits](#) [Non-Site Visits](#) [Enforcements](#) [Complaints/SIRs](#)

Complaints/Serious Incident Reports (SIRs)

| ID | Type | Received | Assigned To | Serious Ind/48 Hr | Screening Decision | Closed |
|----|------|----------|-------------|-------------------|--------------------|--------|
|----|------|----------|-------------|-------------------|--------------------|--------|

[Insert](#)

[Save](#) [Close](#)

100%

3. Enter the Received Date and select a method. If the Method = Letter, the Complainant Letter Date will fill with the same date as the Received Date. If applicable, select the Serious Indicator/48 Hr checkbox. Enter the Date of Occurrence. If the complaint/SIR is later associated to a site visit where the Action = 2544 Issued or a Noncompliance Statement and Correction Plan, the Noncompliance Statement checkbox will be checked. The Assigned Date fills with today's date. If the complaint/SIR is later associated with a noncompliance, enforcement, or site visit, the Noncompliance, Enforcements, or Site Visits box, respectively, will display a link to the noncompliance, enforcement, or site visit. Clicking the hyperlink will open the associated noncompliance, enforcement, or site visit.
4. If applicable, search for the liaison by selecting the [Search](#) hyperlink.

Note: You can update the Received By and Assigned To workers by clicking the [Search](#) hyperlink to the right of the associated field.

Complaint/SIR -- Webpage Dialog

eWiSACWIS^{HD}

Resource Print Spell Check Help

Provider

Name: [Provider A \(999999\)](#) Licensor: Kira Corn
Type: Residential Care Center Complaint/SIR ID:

Complaint Information

Received Date: 03/01/2016 Method: Email Complainant Letter Date: 00/00/0000 Serious Indicator/48 Hr ☐
Received By: Kira Corn [Search](#) Date of Occurrence: 00/00/0000 Noncompliance Statement ☐
Assigned To: Karen Corn [Search](#) Assigned Date: 03/07/2016
Liaison: [Search](#)
Decision: Screen Out Decision Date: 00/00/0000 Noncompliances Enforcements Site Visits
Decision By:
Status: Closed Date: 00/00/0000

Incident Type(s): A reported incident of child abuse or neglect; A serious injury or trauma requiring the services of a licensed medical practitioner; A medication administration error

Description:

[More...](#) [Less...](#) [Default](#)

Complainant Name: Complaint Source: SIR [Notify Primary Worker](#)

Notify Submitter ☐ Date Submitter Notified: 00/00/0000

Complainant Contact Information

Number: Street: Apt: WI City: City: State: Zip: Country: Phone: Fxt: Work Phone: Fxt: Cell Phone:

Save Close

5. Select a Decision and enter the Decision Date. The “Incident Type(s)” hyperlink dynamically displays once a “Decision” has been documented other than the default value of pending.

6. Click on the Incident Type hyperlink, which displays the “Incident Type(s)” page where the worker can select multiple Serious Incident types. The selections are visible on the Complaint/SIR page as static text.

SIR Incident Type(s) -- Webpage Dialog

eWiSACWIS UAT Print Spell Check Help

SIR Incident Type(s)
Check all that apply

- ☐ A reported incident of child abuse or neglect
- ☐ A serious injury or trauma requiring the services of a licensed medical practitioner
- ☐ An incident requiring the services of a law enforcement agency
- ☐ A medication administration error
- ☐ A suicide attempt
- ☐ Any damage to the premises that would affect compliance with licensing rules
- ☐ The death of a child in out-of-home-care
- ☐ Any use of a restraint on a child in out-of-home-care (CPA, GH, and SC only)
- ☐ Any injury of a child in out-of-home-care sustained during the use of a restraint
- ☐ Any use of physical force to apprehend a resident with Type 2 status attempting to AWOL (RCC only)
- ☐ Any condition requiring closure of the placement setting or unit within the setting, to include implementation of the disaster plan, which necessitates removal of residents from the placement setting
- ☐ An outbreak of a serious communicable disease as defined in DHS 145 Appendix A
- ☐ A fire at the placement setting that requires the services of the fire department

Continue Close

7. Enter the description of the complaint/SIR. Document the Complainant Name and Complaint Source. If the complainant would like to be notified of the result of the complaint, select the Notify Submitter checkbox. When applicable, enter the Date Submitter Notified. Complete the Complainant Contact Information group box by entering the address and phone information for the complainant.

8. In the Facility Investigation group box, the Type defaults to “Licensed” since this was created from the Facility License page. The Result field will update based on the information that is documented below for the Violation Result. Select the appropriate Alleged Violation. Click the Insert button to add additional alleged violations. After the investigation is complete, update the Violation Result for each Alleged Violation. Document the findings of the complaint/SIR and allegations in the Findings box.

The screenshot shows a web application window titled "Complaint -- Webpage Dialog" with the "eWiSACWIS" logo. The "Provider" section shows "Name: Mike Piazza (20181)" and "Type: Child Placing Agency". The "Facility Investigation" section has "Type: Licensed", "Result: Pending", "Begin Date: 00/00/0000", and "End Date: 00/00/0000". A table lists an "Alleged Violation" of "Supervision/Staff Coverage" with a "Violation Result" of "Pending" and a "Delete" link. An "Insert" button is at the bottom right of the table. Below the table is a "Findings" text area with the placeholder "findings of the complaint under investigation..." and links for "More...", "Less...", and "Default". The "Referral" section includes "Referred To:", "Referral Reason:", "Date Sent: 00/00/0000", "Response Received: 00/00/0000", and a "Response:" text area. "Save" and "Close" buttons are at the bottom right.

| Alleged Violation | Violation Result |
|----------------------------|------------------|
| Supervision/Staff Coverage | Pending |

Findings:
findings of the complaint under investigation...

More... Less... Default

Referral
Referred To: Date Sent: 00/00/0000 Response Received: 00/00/0000
Referral Reason: Response:

Save Close

9. If the Complaint Source is SIR, the SIR Documentation group box will appear. Click the [Imaging Search](#) hyperlink to add the SIR image.

The screenshot shows the "SIR Documentation" section with a table containing "Date of Document" and "Image/Document" columns. Below the table are "Delete" and "Imaging Search" links. An "Insert" button is at the bottom right. Below this is the "Referral" section, which is identical to the one in the previous screenshot, including "Referred To:", "Referral Reason:", "Date Sent: 00/00/0000", "Response Received: 00/00/0000", and a "Response:" text area.

| Date of Document | Image/Document |
|------------------|----------------|
|------------------|----------------|

Delete Imaging Search

Insert

Referral
Referred To: Date Sent: 00/00/0000 Response Received: 00/00/0000
Referral Reason: Response:

10. On the Imaging Search page, eWiSACWIS will look to see if any SIR images have been added to eWiSACWIS in the past month. If none have been added, you will receive a message stating there is no matching data found for your criteria specified. You can add a new image by clicking the Create button. If an image already exists, click the radio button next to the image and click Continue to return to the Complaint/SIR page.

Imaging Search -- Webpage Dialog

eWiSACWIS Resource Print Spell Check Help

Search Criteria

Search by: **Provider** Name: Mike Piazza (8055782) Start Date: 01/16/2014 End Date: 01/16/2015

Category: **Provider** Type: **SIR**

Hold down the 'Ctrl' key for multi-selection **Search**

Results

| Category | Type | Participant | Date | File Name | |
|---|------|-------------|------------|--|----------------------|
| <input checked="" type="radio"/> Provider | SIR | n/a | 01/16/2015 | Mike Piazza SIR 1.14.15.docx | Edit |

Record 1 to 1 of 1 **Create Continue Close**

11. If applicable, enter information in the Referral group box.

SIR Documentation

| Date of Document | Image/Document |
|------------------|--|
| 01/16/2015 | Edit Delete Imaging Search |

Insert

Referral

Referred To: Date Sent: 00/00/0000 Response Received: 00/00/0000

Referral Reason: Response:

12. Click Save to save the complaint/SIR. Click Close.

Note: Once a complaint/SIR has been saved, a Made in Error checkbox appears at the top of the page. See page 7 on how to make a complaint/SIR in error.

| | |
|---|----------------------------|
| Provider | |
| Name: Adoption Babylink LLC (8041689) | Licenser: Jeannette Paules |
| Type: Child Placing Agency | Complaint/SIR ID: 8018282 |
| <input type="checkbox"/> Made in Error | |

| | |
|--|-------------------------------------|
| Complaint Information | |
| Received Date: 10/01/2016 | Method: Telephone |
| Received By: Joe Worker | Complainant Letter Date: 00/00/0000 |
| Assigned To: Jeannette Paules | Date of Occurrence: 00/00/0000 |
| Liaison: | Assigned Date: 10/04/2016 |
| Decision: Screen In | Decision Date: 10/04/2016 |
| Decision By: Joe Worker | |
| Status: Active | Closed Date: 00/00/0000 |
| <div>Noncompliances Enforcements Site Visits</div> | |

Incident Type(s): The death of a child in out-of-home-care; An outbreak of a serious communicable disease as defined in DHS 145 Appendix A; A fire at the placement setting that requires the services of the fire department

Description:

[More...](#) [Less...](#) [Default](#)

Complainant Name:

Complaint Source: SIR

Notify Submitter ☐ Date Submitter Notified: 00/00/0000 [Notify Primary Worker](#)

| | |
|--|---------|
| Complainant Contact Information | |
| Number: | Street: |
| City: | State: |
| Phone: | Ext: |
| Work Phone: | Ext: |
| Cell Phone: | |

| Facility Investigation | | | | | |
|--|----------------------|-------------------|------------------|------------------|---------|
| Type: Licensed | Result: Pending | | | | |
| Begin Date: 00/00/0000 | End Date: 00/00/0000 | | | | |
| <table border="1"><thead><tr><th>Alleged Violation</th><th>Violation Result</th></tr></thead><tbody><tr><td>Abuse or Neglect</td><td>Pending</td></tr></tbody></table> | | Alleged Violation | Violation Result | Abuse or Neglect | Pending |
| Alleged Violation | Violation Result | | | | |
| Abuse or Neglect | Pending | | | | |
| <div>Findings:</div> | | | | | |

[More...](#) [Less...](#) [Default](#)

| | |
|--------------------------|--|
| SIR Documentation | |
|--------------------------|--|

Save Close

13. You can access the complaint/SIR at any time by clicking the ID hyperlink.

Facility License - Windows Internet Explorer

eWiSACWIS Resource Print Spell Check Help

Provider
Name: [Mike Piazza \(20181\)](#) Licensors: Worker Rusk
Type: Child Placing Agency Class: Adoption & Foster Care

Provider License Information Fees Site Visits Non-Site Visits Enforcements **Complaints/SIRs**

Complaints/Serious Incident Reports (SIRs)

| ID | Type | Received ▲ | Assigned To | Serious Ind/48 Hr | Screening Decision | Closed |
|-------------------------|-----------|------------|-------------|--------------------------|--------------------|--------|
| 8009141 | Complaint | 01/14/2015 | Worker Rusk | <input type="checkbox"/> | Screen In | |

Insert

Save Close

100%

Making a Complaint/SIR in Error

Once a complaint/SIR has been saved, a Made in Error checkbox appears on the Complaint/SIR page.

1. To make a complaint/SIR in error, access the appropriate complaint/SIR. From your desktop, click on the Providers tab. Click on the [+ View provider information](#) icon for the appropriate provider. Click on the Licenses button. Then click the [Facility License](#) hyperlink to open the Facility License page.

Mike Piazza (20181)
Provider details: Child Placing Agency
License status: Active - Regular

Provider address: 123 Test
Allouez, WI 54301 (Brown County)
(920) 555-1212

Primary worker/licensor: Rusk, Worker

Actions: [Please select an action](#)

View provider information

- Agreements and Notices
- Assignments
- Basic
- Characteristics
- Checks
- Licenses
- Narratives
- Parent Agency
- Payment Requests
- Placements
- Services

Licenses

- [Facility License](#)

| License Period | License Type | Status |
|-------------------------|--------------|---------|
| 12/01/2014 - 11/30/2016 | Regular | Active |
| 12/02/2012 - 11/30/2014 | Regular | Renewed |
| 11/28/2012 - 11/27/2012 | Regular | Renewed |
| 11/28/2012 - 12/01/2012 | Regular | Renewed |
| 08/04/2011 - 11/27/2012 | Regular | Renewed |
| 09/16/2010 - 08/03/2011 | Regular | Renewed |

2. Click on the Complaints/SIRs tab. Click the ID hyperlink for the complaint/SIR you would like to make in error. This will open the Complaint/SIR page.

Facility License - Windows Internet Explorer

Provider
Name: [Mike Piazza \(20181\)](#)
Type: Child Placing Agency

Licensor: Worker Rusk
Class: [Adoption & Foster Care](#)

Complaints/SIRs

| ID | Type | Received | Assigned To | Serious Ind/48 Hr | Screening Decision | Closed |
|-------------------------|-----------|------------|-------------|--------------------------|--------------------|--------|
| 8009141 | Complaint | 01/14/2015 | Worker Rusk | <input type="checkbox"/> | Screen In | |

[Insert](#) [Save](#) [Close](#)

3. On the Complaint/SIR page, click the Made in Error checkbox. A Made in Error Justification field will appear. Enter a short description of why this complaint/SIR is being made in error.

Complaint/SIR -- Webpage Dialog

eWiSACWIS Resource Print Spell Check Help

Provider

Name: [Mike Piazza \(20181\)](#) Licensor: Worker Rusk
 Type: Child Placing Agency Complaint/SIR ID: 8009141 ☒ Made in Error

Complaint Information

Made in Error Justification:
 enter short description here...

Received Date: 01/14/2015 Method: Telephone Complainant Letter Date: 00/00/0000 Serious Indicator/48 Hr ☐
 Received By: Worker Rusk [Search](#) Date of Occurrence: 00/00/0000 Noncompliance Statement ☐
 Assigned To: Worker Rusk [Search](#) Assigned Date: 01/16/2015
 Liaison: Caitlin C. Cake [Search](#)
 Decision: Screen In Decision Date: 01/16/2015
 Decision By: Worker Rusk
 Status: Active Closed Date: 00/00/0000

Noncompliances [8010624](#) **Enforcements** [8005303](#) **Site Visits** [01/14/2015](#)

Description: received an anonymous phone call from a concerned neighbor that children are being abused

Complainant Name: Complaint Source: Anonymous

Notify Submitter ☐ Date Submitter Notified: 00/00/0000

Complainant Contact Information

Number: Street: Apt: WI City:
 City: State: Zip: Country:

Save Close

- Click Save. This will freeze the record and no additional updates can be made. Click Close to return to the Facility License page.

- If a made in error complaint/SIR exists for this provider, a “View Made in Error” checkbox will appear on the Complaints/SIRs tab. To view the made in error complaints/SIRs, click the View Made in Error checkbox.

Facility License - Windows Internet Explorer

eWiSACWIS Resource Print Spell Check Help

Provider
 Name: [Mike Piazza \(20181\)](#) Licensor: Worker Rusk
 Type: Child Placing Agency Class: Adoption & Foster Care

Provider License Information Fees Site Visits Non-Site Visits Enforcements **Complaints/SIRs**

Complaints/Serious Incident Reports (SIRs)

| ID | Type | Received | Assigned To | Serious Ind/48 Hr | Screening Decision | Closed |
|----|------|----------|-------------|-------------------|--------------------|--------|
| | | | | | | |

☐ View Made in Error

100%

- After you have selected the View Made in Error checkbox, all made in error complaints/SIRs for this provider will appear.

Facility License - Windows Internet Explorer

eWiSACWIS Resource Print Spell Check Help

Provider
 Name: [Mike Piazza \(20181\)](#) Licensor: Worker Rusk
 Type: Child Placing Agency Class: Adoption & Foster Care

Provider License Information Fees Site Visits Non-Site Visits Enforcements **Complaints/SIRs**

Complaints/Serious Incident Reports (SIRs)

| ID | Type | Received | Assigned To | Serious Ind/48 Hr | Screening Decision | Closed |
|-------------------------|-----------|------------|-------------|--------------------------|--------------------|---------------|
| 8009141 | Complaint | 01/14/2015 | Worker Rusk | <input type="checkbox"/> | | Made in Error |

☒ View Made in Error

100%